

**Washington State Employee Assistance Program (EAP)
Contracted EAP Providers**

FREQUENTLY ASKED QUESTIONS

1. When is the Application to be a Contracted EAP Provider due?

- A. EAP accepts applications on an ongoing, rolling basis.

2. Who does the EAP serve?

- A. The Washington State EAP serves all of Washington State government agency employees as well as much of the public Higher Education sector and other local government and public service organizations across Washington State. Employees and their adult (18+) family household members are eligible for services.

3. What services do Contracted EAP Providers perform?

- A. Providers primarily perform EAP **Assessments** (1-3 sessions of short-term counseling, assessment, and referral services). Additionally, Contracted EAP Providers can choose to be available for the following auxiliary services on an as-needed/as-available basis: **Critical Incident Stress Debriefings** (CISD) - facilitating group processing following a traumatic event or loss of a co-worker using a format provided by EAP, employee **trainings/presentations** (using curriculum provided by EAP), and representing EAP at agency benefit or **health fairs**.

4. How often will I receive requests for services?

- A. Being a Contracted EAP Provider establishes you in a network, and does not guarantee work. It is EAP's intent to cycle through the Network Providers in a specific city or county. Frequency of referrals is dependent on a variety of factors, including but not limited to: Clients' demand for EAP services, number of Contracted EAP Providers in the county, and matching a Provider with a Client with specific service needs.

5. How much are Contracted EAP Providers paid?

- A. Compensation for services include the time actively providing the service, and preparation/administrative time is not compensated as these are calculated into the service rate. The rates are as follows:
- i. Assessments: \$70 per clinical hour, not to exceed \$210 per referral
 - ii. Auxiliary Services:
 - 1. CISD: \$110 per hour of group facilitation time, not to exceed \$220
 - 2. Trainings: \$120 per hour during defined training seminar hours
 - 3. Health Fairs: \$60 per hour during defined fair hours, not to exceed \$180
 - 4. Travel to Site for Auxiliary Services: \$50 per hour for roundtrip driving time en-route to location of service.

6. Can a client continue to see me for therapy after their 1-3 authorized EAP sessions?

- A. If through mutual agreement a client wishes to continue services with a Contracted EAP Provider, those services would have the potential to be covered through the employees' insurance or private pay, but would not be covered by EAP, nor through this contract.

7. Can I become a Provider if I have my associate license?

- A. No, minimum qualifications require that Network Providers are fully and independently licensed with at least 2 years of full-time clinical experience *post-licensure*.

8. What counts as “2 years of full-time clinical experience?”

- A. Providers must have the equivalent experience of at least 2 years of full-time clinical practice, where providing clinical services is the primary job duty. For example, after receiving independent licensure status, an applicant who works half-time as a clinician would need 4 years of work experience before qualifying. An applicant who works primarily in an administrative roll may also need more years of experience to meet the requirement of “2 years of full-time clinical experience.”

9. Can I provide Assessment services in the client’s home or via telephone or video?

- A. No, currently assessment services must be performed in the Network Provider’s office, which must meet ADA requirements, unless otherwise pre-approved by EAP.

10. How long will my contract last?

- A. The term of the new contract is one (1) year, commencing on the last signature date. The contract shall be automatically renewed for successive one (1) year terms thereafter. This Contract may be terminated at any time by mutual consent of the parties, provided that such consent to terminate is in writing and is signed by each of the parties.

11. What training will I receive to perform these services?

- A. Once a contract is signed by both parties, the EAP will schedule a time to provide you with training by phone or in person. The training will orient you to our program and cover EAP’s policies, referral procedures, clinical paperwork, invoicing, and provider expectations. Training does not cover *how* to provide services as it is expected that Providers are already qualified and competent to provide the services for which they are applying (ex: Providers should already be equipped to facilitate an EAP counseling session or a CISD if they sign up to provide these services).

12. What type of liability insurance am I required to carry?

- A. We require Contracted EAP Providers to cover general and professional liability at levels which are typically already held by most private practice clinicians. The Provider shall provide proof of insurance coverage, which needs to be maintained in full force and effect during the term of the Contract. At a minimum, Contracted EAP Providers must provide DES with their insurance policy that includes:
- (a) **COMMERCIAL GENERAL LIABILITY INSURANCE.** Commercial General Liability Insurance (and, if necessary, commercial umbrella liability insurance) covering Bodily Injury and Property Damage on an ‘occurrence form’ in the amount of not less than \$1,000,000 per occurrence and \$3,000,000 general aggregate. This coverage shall include Contractual Liability insurance for the indemnity provided under this Contract.
 - (b) **PROFESSIONAL LIABILITY (ERRORS & OMISSIONS) INSURANCE.** Professional liability insurance in the amount of not less than \$1,000,000 combined single limit per occurrence, \$3,000,000 general annual aggregate for malpractice or errors and omissions coverage against liability for damages because of personal injury, bodily injury, death, or damage to property, including the loss of use thereof, and

damages because of negligent acts, errors, and omissions in any way related to this Contract.

13. What happens to my application once it is sent?

- A. DES will review the Applications – on a pass/fail basis - to determine whether, in sole opinion of DES, the Application is complete ('responsive'), Provider is compliant with the requirements specified herein and the Provider is responsible as set forth in [RCW 39.26.160](#). DES will notify Providers that are selected as Apparent Successful Bidders ("ASB") and may request to provide any additional information. A Provider's failure to provide requested information to DES within fifteen (15) business days may result in disqualification. Upon announcement of the ASB, Providers may request a debriefing conference as specified [Complaint, Debrief & Protest requirements](#). You will be notified when your contract is fully executed, at which time the EAP office manager will reach out to you to schedule an orientation.

14. The Provider Contract requires me to register in "Washington's Electronic Business Solution" and the "Statewide Payee Enterprise Service." How do I do that?

- A. After your application is processed, you will receive an email with instructions on how to register on the [WEBS site](#) and the [Statewide Payee Desk](#). These are both simple, one-time processes that set you up to be registered and paid as a contractor with the State of Washington.

**If you have further questions, please don't hesitate to call us at 360-407-9490.
Thank you for your interest!**